

CLASS SPECIFICATION

SAN DIEGO CITY CIVIL SERVICE COMMISSION

DATA ENTRY SUPERVISOR

DEFINITION:

Under general supervision, to supervise and coordinate the work of a group of Data Entry Operators in a centralized, production-oriented data entry section on an assigned shift; and to perform related work.

DISTINGUISHING CHARACTERISTICS:

This is the first level supervisory class in the Data Entry Operator series. Incumbents of this class are responsible for supervising a centralized, production-oriented data entry section where subordinate Data Entry Operators are required to perform high volume data entry work in accordance with established production standards.

*** EXAMPLES OF DUTIES:**

- Establishes work priorities, schedules and coordinates the work of Data Entry Operators and Senior Data Entry Operators;
- Evaluates workflow processes and procedures;
- Develops training programs and performance criteria;
- Ensures the maintenance of production schedules;
- Reviews source documents for proper preparation and coding;
- Researches coding errors and corrects discrepancies between source documents and proof listings;
- Confers with program analysts and users to identify and resolve programmatic computer systems problems;
- Explains data entry operations and processes to subordinates, supervisors, sworn officers and other City employees;
- Maintains and updates procedures manuals;
- Reviews and verifies data using on-line data entry terminals;
- Trains and evaluates the work performance of subordinates;
- Prepares statistical reports;
- Performs other related data entry tasks.

MINIMUM QUALIFICATIONS:

Please note: the minimum qualifications stated below are a guide for determining the education, training, experience, special skills, and/or license which may be required for employment in the class. These are re-evaluated each time the position is opened for recruitment. Please refer to the most recent Job Announcement for updated minimum qualifications.

Two years of experience operating a data entry keyboard entering alpha/numeric data. Ability to enter alpha/numeric data using a data entry keyboard at a rate of 12,000 key strokes per hour with 1% or less error rate.

- * **EXAMPLES OF DUTIES** performed by employees in this class. The list may not include all required duties, nor are all listed tasks necessarily performed by everyone in this class.